



## Overview

This policy outlines the approved use of instant messaging (IM) technology over the CC&PS network.

## Purpose

The purpose of this policy is to ensure the secure use of instant messaging (IM) technology over the CC&PS network and to designate that only the approved CC&PS standard for IM technology may be used. Instant messaging technology provides users with the capability of communicating over the CC&PS network in real time or near real time.

Instant messaging technology has the capability of providing key benefits to staff including the ability to see when others are connected, the ability to provide an alternative channel of communication other than phone or e-mail, and real time or near real time response.

## Audience

All individuals granted access to the CC&PS network and information systems including but not limited to full and part-time employees, temporary workers, volunteers, contractors, and those employed by others to perform CC&PS work, are covered by this policy and shall comply with this and associated policies, procedures and guidelines.

## Approved IM Technology:

Microsoft Office Communicator and WEB EOC.

## Policy

### 1. General

- a. *"Internal" communications only.* Instant messaging technology use is allowed for internal communications within the CC&PS network only. "Internal" means communications between individuals with accounts on the CC&PS network.
- b. *No "external" communications.* IM technology use is not allowed for "external" communications outside of the CC&PS network. External means communications between an individual with an account on the





CC&PS network and an individual who does not have an account on the CC&PS network.

- c. *Use only CC&PS-provided technology.* IM communications shall be through the CC&PS-provided IM technology.
- d. *Exception.* Use of unauthorized, non-standard, or unapproved IM technology is prohibited without an approved exception from the Chief Information Officer. Approvals will be reserved for those in cases when denial of an exception request would create a situation where a critical business need could not be met.
- e. *Division management option (Opt-out).* Division management may determine whether approved IM technology will be activated in their respective office(s).

## 2. **Compliance**

- a. All IM use shall comply with applicable policies, laws, and regulations.
- b. CC&PS reserves the right to perform random or for cause monitoring of IM transmissions.

## 3. **Use**

- a. IM is intended for work related communications only.
- b. Do not use HIPAA or confidential information in IM communications.
- c. Do not send attachments or files using IM technology.
- d. Do not accept or open IM attachments transmitted through the IM service.
- e. No IM communications on the CC&PS network should be considered private.





## References

North Carolina Office of the State CIO  
Statewide Information Security Manual  
Chapter 3, Section **030319**, Instant Messaging Communications

## Revision History

Rev. 1.0 May 06, 2008  
Rev. 1.1 May 28, 2008

Authorizing Signature(s)

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